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23488 7590 05/02/2008

GERALD B ROSENBERG
 NEW TECH LAW
 260 SHERIDAN AVENUE
 SUITE 208
 PALO ALTO, CA 94306-2009

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Gerald B. Rosenberg	(Depositor's name)
<i>Gerald B. Rosenberg</i>	(Signature)
July 7, 2008	(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/656,577	09/04/2003	Yves Jean Caseau	WHPJ3002	7906

TITLE OF INVENTION: DECLARATIVE ACD ROUTING WITH SERVICE LEVEL OPTIMIZATION

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	YES	\$720	\$0	\$720 08/13/2008 CNGUYEN3	\$720 00000022 10656577	08/04/2008
EXAMINER	ART UNIT	CLASS-SUBCLASS		01 FC:2501		720.00 OP
DEANE JR, WILLIAM J	2614	379-265000				

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

- Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
- "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. Use of a Customer Number is required.

2. For printing on the patent front page, list
 (1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
 (2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

- 1 NewTechLaw
 2 Gerald B. Rosenberg, Esq.
 3 _____

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Contactual, Inc.

San Carlos, CA

Please check the appropriate assignee category or categories (will not be printed on the patent): Individual Corporation or other private group entity Government

4a. The following fee(s) are submitted:

- Issue Fee
- Publication Fee (No small entity discount permitted)
- Advance Order - # of Copies _____

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5. Change in Entity Status (from status indicated above)

- a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.
- b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature Gerald B. Rosenberg

Date July 7/2008

Typed or printed name Gerald B. Rosenberg

Registration No. 30,320

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